

2026 NATIONAL BOARD ELECTION



MEET THE CANDIDATES

OPEN ROLES

- **Treasurer**
- **Director**
 - 2 seats

As a CMSA Member, your voice is important in selecting the Board of Directors that will lead your professional organization. Before voting, please familiarize yourself with each candidate. They have shared their campaign statement, bio, and highlights of their achievements and leadership experience.



TREASURER CANDIDATE



MARK EVANS
MA, CCM, CRC, CBIS, FCM



MARK EVANS
MA, CCM, CRC, CBIS, FCM

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EMPLOYER: NeuLife Rehabilitation of Michigan

TITLE: Executive Director

CHAPTER: CMSA Detroit Chapter

EMAIL: markdevans66@gmail.com

Hello, My name is Mark Evans and I am on the ballot for the position of Treasurer for CMSA. I have been a member of CMSA for many years. Following the election of 2025, I was asked to fill in as Treasurer since the previous Treasurer, Jenny was elected to be president-elect. It has been an honor to serve in this role.

I have served on both the local board of directors in Detroit as well as the National board of directors. I have been the chair for the awards committee, the sponsorship committee and currently, the finance committee. Having served in this role for the past 6 months or so, I have had a behind the curtain insight into the day to day finances for CMSA. I have learned that the mission of CMSA to be the industry leader in Case Management education, training and professionalism is an awesome responsibility and a wonderful opportunity for anyone interested in leadership and professional development. I have also learned that the cost of doing business is high.

The reality is that we have an incredible group of volunteer leaders and an amazing association management partner in Parthenon Management. Together, we will continue to advance the mission of CMSA. As Treasurer, my job will be to make sure that we are fiscally responsible with our efforts so that we can continue to do this great work.

We are all feeling the pinch of higher prices. CMSA has to be strategic with our activities and we have to continue to develop strong partnerships with our corporate sponsors. As Treasurer, my commitment is to make sure that CMSA remains financially strong while achieving the excellence we strive for.

I want to thank you for your interest in this election and your membership with CMSA.



MARK EVANS Biography

Mark Evans has over 30 years of experience in neurorehabilitation and post-acute and acute care. He currently works as the Executive Director at NeuLife Rehabilitation of Michigan in the Detroit area.

Throughout his career, Mark has held leadership positions across clinical and administrative settings including Director of Case Management in several settings and Operations Director as well. His expertise spans program quality, team development, and evidence-based practices that improve patient outcomes.

Mark has been an active member of CMSA at both a local and National level. He currently serves as Treasurer for the Detroit Chapter of CMSA and CMSA National. Mark also serves on the Board of Directors for the Michigan Brain Injury Providers Council as well as the Advisory Board for Davenport University.

Mark is a member of the 2023 class of Case Management Fellows. Mark received his undergraduate degree from Eastern Michigan University and his Master's degree from Wayne State University.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Case Management Fellow	Case Management Society of America	2023
Leadership Award	Rainbow Rehabilitation	2016

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2009	Present
CMSA Detroit	2009	Present
Michigan Brain Injury Provider Council	2014	Present
Brain Injury Association of Michigan	1995	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National	Treasurer Director	2025 - Present 2020 - 2023
CMSA National Sponsorship Committee	Chair Vice Chair	2024 - 2025 2022 - 2024
CMSA National Finance Committee	Chair Member	2025 - Present 2023 - 2025
CMSA National Awards Committee	Chair	2018 - 2020
CMSA Detroit	Treasurer President Vice President Member-At-Large	2023 - 2025 2016 - 2019 2014 - 2016 2012 - 2014
Michigan Brain Injury Provider Council	Board of Directors	2024 - Present
Davenport University	Advisory Board Member	2016 - Present

DIRECTOR CANDIDATES



PAUL BORJA

EdD, PhD, PHN, DNP, MBA, RN, CCM,
CMAC, CNML, ACM-RN, CMCN, CMGT-BC,
CDONA, FACDONA, FAACM, FSIEN, FADLN



NANNETTE GREEN

MHA, BHA, RN, CCM



SUSANE HAO

MSN, RN, CCM, CLCP



WIARA JACKSON

MSW, LCSW, CCM



PAUL BORJA

EdD, PhD, PHN, DNP, MBA, RN, CCM, CMAC, CNML, ACM-RN, CMCN, CMGT-BC, CDONA, FACDONA, FAACM, FSIEN, FADLN

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EMPLOYER: Sutter Medical Center Sacramento

TITLE: Director of Case Management, Social Work, and Palliative Care

CHAPTER: CMSA Sacramento

EMAIL: drpjbtorja@gmail.com

I am honored to seek election as a Board Director of the Case Management Society of America. I bring more than two decades of progressive leadership experience across acute care, post-acute services, managed care, and academia, with a career grounded in patient advocacy, operational excellence, and the advancement of professional case management practice. Currently serving as Director of Care Management for a 526-bed tertiary medical center, I lead integrated case management, social work, and palliative care services with a strong focus on throughput optimization, regulatory compliance, and quality outcomes. My leadership has contributed to measurable improvements in length of stay, discharge efficiency, mortality, and compliance metrics through interdisciplinary collaboration, Lean Six Sigma methodologies, and evidence-based practice. Across multiple health systems, I have successfully aligned care management operations with CMS, Medicare, and value-based care expectations.

My academic preparation—spanning business administration, healthcare administration, nursing, education, and organizational leadership—strengthens my ability to contribute strategic insight at the Board level. I am deeply committed to workforce development, leadership cultivation, and preparing case managers to thrive amid increasing complexity, workforce shortages, and health system transformation. Service to CMSA has been one of the most meaningful aspects of my professional journey. I have had the privilege of serving as National Secretary, President and Board Director of the CMSA Sacramento Chapter, Editorial Board Member for CMSA Today, Board Liaison to the Diversity, Equity, Inclusion, and Belonging Committee, and contributor to national committees and conferences. Through publications, presentations, and chapter leadership, I have worked to elevate certification, volunteerism, and inclusive leadership across our society.

If elected, I will bring a disciplined governance approach, national perspective, and unwavering commitment to CMSA's mission. I am dedicated to strengthening our profession, supporting our members, and ensuring CMSA remains a forward-thinking, inclusive leader in healthcare. Thank you for your consideration and trust.



PAUL BORJA Biography

Dr. Paul Borja is a distinguished and results-driven healthcare executive, scholar, and nurse leader with more than two decades of progressive experience across acute care, post-acute services, managed care, and academia. As a Director of Care Management, Dr. Borja has led complex, interdisciplinary programs encompassing case management, social work, and palliative care, with a consistent focus on patient advocacy, regulatory excellence, operational efficiency, and quality outcomes. Currently serving as Director of Care Management at a 526-bed tertiary medical center, Dr. Borja oversees system-wide initiatives to optimize throughput, improve length of stay, strengthen compliance, and enhance patient-centered transitions of care. Known for a data-driven and collaborative leadership style, Dr. Borja has successfully implemented evidence-based practices and Lean Six Sigma methodologies to drive sustainable performance improvement across diverse healthcare settings.

Dr. Borja holds extensive academic preparation, including doctoral education in business administration, healthcare administration, nursing practice, education, and organizational leadership. This multidisciplinary foundation supports a strategic and systems-thinking approach to healthcare leadership, governance, and workforce development. In addition to executive practice, Dr. Borja has served as an Advisory Board Member and Adjunct Professor, contributing to curriculum development, academic quality improvement, and the preparation of future healthcare leaders. Nationally recognized for advancing the professional practice of case management, Dr. Borja is a published author, frequent speaker, and active contributor to professional organizations. Scholarly and professional interests include care transitions, utilization management, leadership development, diversity, equity, inclusion, and belonging (DEIB), and the evolving role of case management in value-based care.

Service and professional advocacy are central to Dr. Borja's career. Leadership roles include serving as National Secretary of the Case Management Society of America (CMSA), President and Board Director of the CMSA Sacramento Chapter, Editorial Board Member for CMSA Today, and Board Liaison to CMSA's Diversity, Equity, Inclusion, and Belonging Committee. Dr. Borja is also actively involved in certification, scholarship, and national committee work across multiple professional organizations. Guided by a commitment to excellence, mentorship, and inclusive leadership, Dr. Borja remains dedicated to strengthening the case management workforce and advancing high-quality, equitable healthcare for all.



Honors and Awards

Name of Honor / Award	Awarding Organization	Year Received
Indo Global Excellence Award	Thames International University	2025
Case Manager Spotlight Award	Aidin	2025
Raise the Roof Award	Kaiser Permanente	2021
Mercy Touch Awards (x6)	Dignity Health Mercy General	2010 - 2014
Inductee	Sigma Theta Tau Int'l Honor Society of Nursing	2010
Fellow	American Academy of Case Management	2010

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2010	Present
American Organization of Nursing Leadership	2018	Present
American College of Healthcare Executives	2023	Present
California Association of Healthcare Leaders	2023	Present
Sacramento Sieera Nurse Leaders	2024	Present
Philippine Nurses Association of America	2024	Present
Society of Internationally Educated Nurses in North America	2024	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National	Secretary	2023 - 2025
	CMSA Today Editorial Board	2023 - Present
	DEIB Board Liaison	2023 - 2025
	BH SIG Committee	2025 - Present
	Microcredentials Committee Member	2025 - Present
CMSA - Sacramento Chapter	President	2024 - Present
	Director	2023 - 2024
Commission for Case Manager Certification	Item Writer / Developer / Reviewer	2018 - Prsent
American Organization of Nursing Leadership	CNML Item Writer	2018 - Present
	Job Analysis Committee Mbr	2022 - 2023
	Credentialing Ctr Nomination Committee - Mbr	2025 - Present
Association of California Nurse Leaders	Recognition and Scholarship Committee Mbr	2025 - Present



NANNETTE GREEN
MHA, BHA, RN, CCM

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EMPLOYER: Blue Shield of California (RETIRED)

TITLE: Senior Manager Case Management

CHAPTER: CMSA Sacramento

EMAIL: ngreen1100@comcast.net

Hello, my name is Nannette Green, and I am a candidate for the open position of Director on the National Board of CMSA. My nursing career spans over 40 years, encompassing various areas within the acute care arena. This included Medical/Surgical Services, Critical Care Services, Acute Rehabilitation, Appeals and Grievances, and Discharge Planning. Additionally, I also have experience in providing Utilization Management and Case Management services through health plan management. My most recent leadership role within a health plan was as the Senior Manager of Case Management. My career in case management began in 1987.

In 2015, I joined the National and the local Sacramento chapter of CMSA as a member. From 2016 - 2022, I served on the local CMSA Chapter board in leadership, in the following roles: Vice President, President-Elect, Immediate Past President, and Secretary. During 2021 - 2025, I joined the National CMSA as a Volunteer with the Education Committee. The goal of the education committee is to deliver evidence-based educational programs for all career stages and to support Case Managers in their career advancement through certification. This led me to review abstract submissions, work on numerous educational projects/proposals, and participate in other educational subcommittee projects for content submissions. For 2025, I am currently the Vice Chair of the Education Committee. I participated in Hill Day 2022 and 2023, which was a great opportunity to meet with our California Senators and/or their assigned representatives. This work provided the opportunity to become familiar with the multitude of healthcare bills being reviewed and to have Case Management focus on what is important to the well-being of our communities.

Serving as a Director on the National Board of CMSA would be an opportunity that would allow me to share the skills I have learned over the years. My goal is to support not only the field of case management but also to participate in the leadership and development of future case management. Thank you for your most valuable time and attention.



NANNETTE GREEN Biography

Nannette E. Green, RN, MHS, BHS, CCM, is a senior healthcare executive with more than 30 years of leadership experience in case management, utilization management, quality, and population health across commercial, Medicare, and Medicaid lines of business. She retired from Blue Shield of California as Senior Manager, Case Management, where she led a multidisciplinary team of more than 100 clinicians and managers, providing operational, financial, and strategic oversight for complex care management programs. Throughout her career, Nannette has demonstrated deep expertise in regulatory compliance and accreditation, including NCQA, CMS, and DMHC, and has led multiple successful audit preparations and quality improvement initiatives. She has served as an interim senior director, collaborated extensively across health plan operations, and launched innovative clinical and population health programs designed to improve member outcomes and operational efficiency.

A dedicated professional leader and advocate for the case management profession, Nannette has served extensively with the Case Management Society of America (CMSA), including service to the CMSA Sacramento Chapter as President, Vice President, Secretary, and Immediate Past President, as well as volunteering on the CMSA National Educational Committee as a Member for several years, and currently serving as the Vice Chair. Her community involvement includes volunteer services with the VA Hospital and the Elks Lodge, where she serves the community's needs, as well as other organizations supporting individuals impacted by domestic violence. As a mentor, providing support to nurses entering case management, those achieving their goal of a Master's in Nursing (MSN), and support for a candidate who achieved a personal goal of a Doctorate in Nursing (DNP). Nannette is widely recognized for her collaborative leadership style, regulatory expertise, and unwavering focus on quality, compliance, and compassionate, member-centered care.

Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
9 th Annual Exceptional Women of Color (EWOC)	Sac Cultural Hub Media Foundation	2017

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2014	Present
CMSA Sacramento	2014	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National	Education Committee, Vice Chair	2025
	Education Committee, Member	2021 - 2024
	Virtual Hill Day, Attendee	2022, 2023
CMSA Sacramento	Secretary	2021 - 2022
	Immediate Past President	2019 - 2020
	President	2017 - 2019
	Vice President	2016



SUSANE HAO
MSN, RN, CCM, CLCP

WATCH VIDEO



EMPLOYER: Dignity Health Medical Foundation

TITLE: RN Care Coordinator

CHAPTER: CMSA Sacramento

EMAIL: susanehao@gmail.com

My name is Susane Hao, and I am a nurse case manager in Internal Medicine at Dignity Health Foundation, and Immediate Past President of the Sacramento Chapter of CMSA. I see the challenges that patients, their systems of care, and families struggle with. I am dedicated to keeping patients from falling through the cracks in a fragmented system. I practice case management in the outpatient setting, in a chronic disease management program.

I am a strong advocate for case management. I want to channel my passion for case management into sustaining CMSA for the community, public policy involvement, and access to high quality, evidence-based tools and resources to succeed. I want to inspire and mentor emerging leaders within our profession, just as my own mentors have guided me. CMSA has fostered my professional growth in so many ways, and I want to carry forward its impact.

Over the past six years, I served as Chapter Secretary and was re-elected twice for Chapter President, gaining insight into maintaining the chapter's financial health and fostering a collaborative culture. The experiences enabled me to develop partnerships and create opportunities for networking and education within our community. By working closely with fellow Chapter leaders and committee members, I have helped ensure the chapter's growth and cohesion. Under my leadership, our chapter was recognized for gaining the most CMSA membership referrals two years in a row. These experiences will equip me to contribute to the vision and strategic direction of CMSA.

Local CMSA chapters are vital to the sustainability of the organization. I aim to compile a suite of best practices for chapters whether they are new, need to merge, or need to grow, ensuring organizational growth and sustainability. I also want to increase social work membership in CMSA to expand the sharing of resources and knowledge.

Thank you so much for considering me for the opportunity to serve on the CMSA Board of Directors.



SUSANE HAO Biography

Susane Hao, MSN, RN, CCM, CLCP, serves as RN Care Coordinator in the Continuing Care Program at Dignity Health Medical Foundation's Internal Medicine Department. With over 18 years of healthcare experience, Ms. Hao delivers chronic disease case management for patients with complex medical needs. Her experience includes case management and life care planning services, specializing in head, spinal cord, catastrophic injury, neurological, and orthopedic disorders in children and adults. Ms. Hao brings her experience from nursing, consulting, pharmacy and physical therapy settings, enabling effective problem-solving and collaboration with multidisciplinary teams. Ms. Hao holds a BS in Kinesiology, an MSN in Case Management, and is a Certified Life Care Planner.

In her current role as a nurse case manager, she empowers patients to take a proactive role in their healthcare by identifying gaps in their understanding of treatment and disease processes, and by providing tailored guidance and education for effective self-management. She enhances clinical outcomes by advocating for patients and facilitating access to appropriate care and services. Additionally, she delivers transitional care management services and works collaboratively with patients, caregivers, physicians, social workers, community navigators, and community agencies to address socioeconomic barriers to care. Through these experiences, she has gained valuable insights into the challenges patients face and the interventions that lead to improved health outcomes. Her article about social determinants in health was published in the Population Health edition of CMSA Today in September 2023. In the primary care setting, she contributed to the development of a standardized medication reconciliation process, to help reduce medication errors following hospital discharge. Ms. Hao enjoys learning and educating others. She serves on the Advisory Council for California Coast University School of Administration and Management – she represents healthcare programs and advises on curriculum. Ms. Hao is regularly invited to present to nursing graduate students about the importance of belonging to professional organizations, and about case management in the outpatient and private practice settings.

Ms. Hao is dedicated to advancing the field of case management by uniting her community and educating others about the vital role case managers play in improving healthcare outcomes. Under her leadership, the Sacramento Chapter of CMSA has embraced innovative practices, experienced significant membership growth, and remained steadfast in its mission. She takes pride in collaborating with her board and committee members to enhance community engagement and encourage participation in CMSA membership and leadership opportunities. During the pandemic, Ms. Hao led the chapter to transition to virtual education to her community. Since 2018, Ms. Hao has been an active member of the Sacramento Chapter, serving as Board Secretary (2018 – 2020) and Chapter President (2021–2024), and she continues to serve on the board of directors as Immediate Past President. She is also a member of the International Association of Rehabilitation Professionals and the American Academy of Ambulatory Care Nursing.



Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Award of Recognition for Valuable Contribution	CMSA Sacramento	2025
Good Catch Award	Dignity Health Medical Foundation, Patient Safety	2023
Highest Honors	Capital Univ Law School, Life Care Planning Program	2020

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2018	Present
CMSA Sacramento	2018	Present
International Assoc of Rehabilitation Professionals	2020	Present
American Academy of Ambulatory Nursing	2025	Present

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National, Emerging Leader Recognition Development Task Force	Committee Member	2023 - 2024
CMSA Sacramento	Immediate Past President President Secretary Leadership Committee, Member Public Policy Committee, Member	2024 - Present 2021 - 2024 2018 - 2020 2019 2019



WIARA JACKSON
MSW, LCSW, CCM

WATCH VIDEO



EMPLOYER: Blue Shield of CA, Promise Healthplan

TITLE: Senior Manager, Social Services and Behavioral Health Care Management

CHAPTER: CMSA Southern California

EMAIL: Wiara.Jackson@blueshieldca.com

My name is Wiara Jackson, and I am honored to be a candidate for the position as Board Director for the Case Management Society of America. My career as a social work case manager has been driven by a passion for guiding individuals and families through complex systems of care, ensuring that every client receives the support and advocacy they deserve. It all started as a child when I watched my family struggle to navigate the healthcare system as my grandmother faced her cancer treatment and hospice journey. I believe my experience and dedication to the advancement of case management make me uniquely qualified to contribute to CMSA's mission and vision. Throughout my professional journey, I have developed an extensive background in case management, working across diverse settings and populations. My years of practice have provided me with a deep understanding of the challenges facing our profession, and I have consistently sought innovative solutions to improve outcomes for clients and communities. I am proud to have mentored many professionals, fostering collaboration and promoting the highest standards of ethical practice. My leadership has been marked by my ability to inspire teams, advocate for vulnerable populations, and navigate organizational change effectively. Additionally, my personal experience with my own family keeps my focus on client-centered approaches and strategies.

I am passionate about shaping policies and developing educational opportunities that empower case managers nationwide. My vision for CMSA is rooted in inclusivity, innovation, and a steadfast commitment to excellence. I am dedicated to strengthening the professional network that supports case managers and ensuring our association remains at the forefront of the profession. My achievements in the field include implementing innovative approaches that enhance client and community outcomes, mentoring emerging leaders, and serving as a trusted voice in advancing the goals of case management. I am committed to fostering collaboration and ethical standards across our field, supporting the future of CMSA, and advocating for the needs of those we serve. I am confident that my experience, leadership, and dedication will enable me to make a meaningful contribution to the CMSA National Board. I am deeply committed to serving our professional community and advancing the field of case management. Thank you for considering me as a Board Director candidate. I look forward to the opportunity to serve and make a lasting impact on CMSA and the future of our profession.



WIARA JACKSON Biography

Wiara Jackson, MSW, LCSW, CCM is a Licensed Clinical Social Worker and Certified Case Manager in the state of California. She received both her Bachelor's and Master's degrees in Social Work from the University of Central Florida. Wiara began her career as a Case Manager at Florida Hospital, which provided her with a strong foundation in clinical and case management practices. Presently, Wiara serves as the Senior Manager of Social Services and Behavioral Health Care Management for Blue Shield of California Promise Health Plan. She brings over 20 years of experience in medical social work and care management, including ten years in leadership positions. Her expertise spans acute care, skilled nursing, ambulatory care, and population health management within health plans. Throughout her career, Wiara has dedicated herself to working with vulnerable populations. She is deeply committed to serving and advocating for members of underserved communities, consistently striving to improve access to care and support for those most in need.

Wiara is an active member of several professional organizations, including the Case Management Society of America (CMSA), the American Case Management Association (ACMA), and the National Association of Social Workers (NASW). Over the years, she has taken on various volunteer and leadership roles within these organizations. For the past decade, Wiara has been a dedicated member of CMSA. In 2015, she was honored to serve as a founding Board Member and Communications Chair for the San Diego Chapter. She continues to volunteer her time to support her current local CMSA – Southern California chapter. Wiara has had the privilege of presenting as a speaker at multiple CMSA National Conferences and was a featured panelist during the 2025 Case Management Month webinar, "Navigating High-Risk Populations: Case Management Realities and Strategies." Her contributions to CMSA also include serving as a social work subject matter expert for the new CEU course, "Scope of Practice for Case Managers," focusing on Social Work Case Management.

In addition to her professional and volunteer activities, Wiara has taken on numerous leadership roles with each of her employers. These roles include serving as Performance Improvement Committee Chair, Nomination Committee Member, and Employee Engagement Committee Member. Her commitment to excellence and leadership is evident throughout her extensive career in social services and case management.



Honors and Awards

Name of Honor/Award	Awarding Organization	Year Received
Promise Award of Excellence	Blue Shield of CA, Promise Healthplan	2023, 2024
Guardian Angel Award	Sharp Healthcare	2015, 2020
Continuum of Care - Excellence Award	Sharp Healthcare	2014, 2016
Case Manager of the Year	CMSA - San Diego Chapter	2016
Social Worker of the Year Finalist	Sharp Healthcare	2014, 2015
Sharp Star Award	Sharp Healthcare	2013

Professional Memberships

Name of Association/Organization	Beginning Year	Ending Year
CMSA National	2015	Present
CMSA - Southern California Chapter	2019	Present
CMSA - San Diego Chapter	2015	2018
ACMA - Southern California Chapter	2021	2023
National Association of Social Workers	2005	2012

Volunteer/Leadership Roles

Organization	Title	Term
CMSA National	SW Subject Matter Expert	2025
CMSA - Southern California	Volunteer	2025
CMSA - San Diego Chapter	Communications Chair	2015 - 2018
CMSA - San Diego Chapter	Founding Board Member	2015 - 2018



YOUR BOARD



YOUR VOTE

Candidate Brochure